



Technology Office

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To: V. J. St. Pierre, Parish President
From: Erik Dufrene, Computer Systems Supervisor
Re: 2011 Annual Report

In 2011, the Technology Office continued supporting the different Parish offices, as well as, upgraded the networking and telephone equipment. With new expansion taking place and offices being relocated for more efficient operations, the Technology office was involved with providing technology services to these various locations.

Technology Achievements:

- Improved efficiencies of Tech Support by Using Remote Access (WebEx) in our day to day operations
- Implemented a new Offsite Hosted Exchange Program
- Maintained the Fiber Based Direct Internet Access
- Maintained the Metropolitan Ethernet Parish-wide Network
- Ran Fiber from the Courthouse 3rd floor to the EOC to support future expansion
- Maintained Remote Backups of All Critical File Systems

GIS achievements:

- Completed streets and address database – and deploy/integrate with 911 Interact software.
- Continued Eastbank drainage data collection for Eastbank Drainage Study – Montz, New Sarpy, Norco, and Destrehan (West) completed.
- Created Waterworks GIS Database, Mobile GIS application and Waterworks GIS Web Mapping Application.
- Launched comprehensive Waterworks GIS data collection project in coordination with Waterworks Department.
- Completed 2012 St. Charles Parish Street Map for distribution early 2012.

I am really confident that 2012 will be just as productive as 2011 and look forward to working with the current staff and new council as we continue to accomplish and exceed the new goals we have set. I feel very good in the direction with which the Technology staff is heading and continue to believe that we are accomplishing a lot each year.